

SUPERIOR COURT OF ARIZONA
MARICOPA COUNTY
ALTERNATIVE DISPUTE RESOLUTION
201 W. JEFFERSON
PHOENIX, ARIZONA 85003-2205

602/506-7884 (TEL) 602/506-5836 (FAX)

adroffice@superiorcourt.maricopa.gov

MISSION STATEMENT

Our goal is to use facilitative mediation skills to assist court clients in peacefully achieving a mutually satisfying resolution to their dispute that is self-crafted, enduring and functional.

Thank you for your interest in Maricopa County's volunteer Justice Court Mediation Program. This notice provides an overview of basic program requirements, including mediator standards, guidelines, and ethical expectations for participation in the program. However, this is not a comprehensive list of mediator standards, guidelines and ethical expectations. If you have questions or concerns regarding any of these policies or procedures please contact Serena Hagevik, ADR Coordinator, at 602-506-0199.

1. Mediator Compensation: Your involvement in this program is on a volunteer basis. There is no monetary compensation for mediators in the Justice Courts.
2. Training Fee: There is no fee for mediator training. Candidates are selected on the basis of availability and court needs.
3. Training Requirements:
 - A. If you are contacted for an interview, please consider the full time commitment necessary to participate in the training *and* the program. In addition to the 40-Hour Basic volunteer mediation training, you must complete 12 mediations to receive your Certificate of Completion. You must also earn 3 Continuing Education credits annually. If you cannot commit fully to all the requirements of the program at this time, you are welcome to reapply at a later date when your schedule will allow for full participation.
 - B. The basic 40-hour volunteer mediation training consists of 40 HOURS of class time, generally during daytime business hours, with the exception of a possible Saturday session. This 40-hour requirement is mandatory. The mediator training consists of lecture, role-play, video and activities. Trainees are expected to fully participate in all training segments. If you are unable to complete the FULL 40 hours of training, you are welcome to re-apply at later date when your schedule will allow. If you fail to attend a session and sign the training roster sheet, you will be removed from the training roster. You are welcome to reapply at a later date when your schedule will allow for full attendance.
 - C. Your punctuality is appreciated as a courtesy to your classmates, and a necessity for the completion of the training program. Sessions will start, and resume after breaks, on time. Full attendance and participation is required of trainees. If you cannot commit fully to the requirements of the program at this time, you are welcome to reapply at a later date when your schedule will allow for full attendance.

4. Prior Training: If you have attended another 40-hour mediation training program, please include a copy of your certificate and a course description or syllabus with your completed application. Completion of another 40-hour training *may* satisfy the basic training requirement. We must have this documentation prior to processing your application. Even if your prior basic training is accepted by ADR, you will be required to attend a Forms Training session.
5. Filled Trainings: There are always more requests for training than spaces for trainees. If you have not been contacted for an interview, the class has been filled. You are welcome to re-apply at a later date for a future training.
6. Continuing Education Requirement: You are required to earn a minimum of three (3) Mediator Continuing Education programs per year. Other programs or seminars may satisfy the Continuing Education requirement. To apply for such credit, please submit a course syllabus/agenda and proof-of-attendance to ADR.
7. Background Check: All trainees are subject to a background check by Court Security and cannot be scheduled until their background check has cleared. Court Security approval is subject to annual renewal and must be maintained in order to continue as a mediator in the program. Contact Nelda Hudson (602.506.7034) with Court Security for your criminal background check and to obtain your court photo I.D. badge.
8. Competency Requirements: Completion of the training does not immediately guarantee acceptance into the mediation program. ADR reserves the right to require additional training and supervision of new mediators in the unlikely case that it is deemed necessary to achieve the basic competency required for mediating in the Justice Court Volunteer Mediation Program.
9. Program Requirements: After training we require that you commit to a minimum of one (1) volunteer Justice Court mediation per month for at least one (1) year. NOTE: You must complete 12 mediations to receive your Certificate of Completion. Credit will not be awarded for mediations that did not proceed, even though you were present to mediate.
10. Mediator Role: Mediation is an alternative to litigation and other court proceedings. Mediators are NOT judges or hearing officers and have NO AUTHORITY to make any decision for the parties in the case. The mediator's role is to FACILITATE COMMUNICATION between parties in dispute. Our goal is to assist parties in reaching a mutually acceptable agreement that is beneficial to all. The mediator aids the parties in making their own decisions about what will be best for both of them. The mediator does not exert any authority over the parties or their decisions.
11. Case Types: In *general*, the cases referred to the Justice Court Volunteer Mediation Program are small claims and civil cases up to \$10,000.
12. Mediator Representation: Completion of training will indicate that you are a trained volunteer mediator with the Justice Court Volunteer Mediation Program as administered by the Superior Court in Arizona, Maricopa County. There is no certification or appointment in this process. No person is authorized to assert that they are certified mediators on the basis of our training. Completion of training indicates that mediators have had 40 hours of basic mediation skills training are allowed to volunteer to mediate for our program unless we choose to discontinue their services in our courts. Misrepresentation of our court and our program could be grounds for termination.
13. Use of the Court Name: We caution all Justice Court volunteers against using the Justice Court mediator or Superior Court affiliation for any purpose outside their work in the Justice Court Volunteer mediation program. This is not a title; it is participation in a volunteer program. Extreme caution should be exercised in any situation where a volunteer is using the words "Superior Court" in any way. The court is not to be used as an endorsement in any way. It is not acceptable for any of our volunteers to expand upon their participation in this program. This applies to advertisements, employment efforts, presenting personal opinions, and all other means a person might use to express him or herself. Use of the Court name must receive prior consideration and approval by Superior Court ADR. Approval must be obtained in writing. Misrepresentation of our court and our program could be grounds for termination.

Volunteers may use the information on resumes, for other ADR programs, or for volunteer activities, as long as the statement does not cross beyond fact into a value judgment.

14. Authority of the Justice Court: Due to the reciprocal voluntary nature of our program, Justice Courts do have the discretion not to avail themselves of the volunteer services of particular mediators as they choose. If for any reason, we are asked not to schedule you in a particular court, we will comply with this request of the Court.

15. Mediator Scope: Your duties in the Justice Court Volunteer Mediation Program are limited to those tasks specific to mediation as outlined in the procedures you will be given for each Justice Court. Any expansion of those duties and responsibilities within the Justice Courts is NOT authorized. Prior consideration and approval by Superior Court ADR must be obtained in writing.

16. Termination from the Program: Due to the reciprocal voluntary nature of our program, ADR reserves the right to discontinue the use of a mediator for any cause. Conduct unbecoming of a court representative, including criminal prosecution, can be grounds for termination from the program.

17. Conflict of Interest: Justice Court Volunteer Mediators are ethically prohibited from providing any additional services, paid or unpaid, to their mediation parties. This includes, but is not limited to, professional or private practice services offered by the mediator in their normal course of business. (Ex: Mediators who are therapists by profession may not solicit therapy clients or provide therapy services to mediation clients encountered in the Justice Court Volunteer Mediation Program).

18. Appreciation: Volunteers are the hearts of our business. Without them we would not have a program. We appreciate your interest in volunteering with us and look forward to a mutually satisfying and productive relationship with our volunteers.

19. Program Procedures:

- A. Mediators must be willing to participate in grievance and feedback procedures established by the Court.
- B. Mediators must comply with all case reporting requirements established by the Court, including case outcome and client evaluation information.

20. Ethics Standards and Guidelines of Practice: Mediators must agree to adhere to all ethical standards and guidelines of practice established by the Court, including, but not limited to those mentioned here.

Final acceptance and verification of individual mediators rest with the Superior Court ADR Coordinator.

I have read and understand all of the above, and agree to observe and follow all parameters stated.

_____ Date: _____
Print Name Signature

Please return this signed agreement along with your application to:

Alternative Dispute Resolution
Superior Court of Arizona-Maricopa County
201 W. Jefferson
Phoenix, AZ 85003